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<b>Notice of Allowability</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/998,767	ZYARKO ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Wilbert L. Starks, Jr.	2121	

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1.  This communication is responsive to the filing of 11/29/2001.
2.  The allowed claim(s) is/are 1-25.
3.  The drawings filed on 29 November 2001 are accepted by the Examiner.
4.  Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a)  All
  - b)  Some\*
  - c)  None
 of the:
  1.  Certified copies of the priority documents have been received.
  2.  Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3.  Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

5.  A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
6.  CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
  - (a)  including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
    - 1)  hereto or 2)  to Paper No./Mail Date \_\_\_\_\_.
  - (b)  including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7.  DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

<ol style="list-style-type: none"> <li>1. <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)</li> <li>2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)</li> <li>3. <input checked="" type="checkbox"/> Information Disclosure Statements (PTO-1449 or PTO/SB/08), Paper No./Mail Date 5</li> <li>4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit of Biological Material</li> </ol>	<ol style="list-style-type: none"> <li>5. <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)</li> <li>6. <input type="checkbox"/> Interview Summary (PTO-413), Paper No./Mail Date _____.</li> <li>7. <input type="checkbox"/> Examiner's Amendment/Comment</li> <li>8. <input checked="" type="checkbox"/> Examiner's Statement of Reasons for Allowance</li> <li>9. <input type="checkbox"/> Other _____.</li> </ol>
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## DETAILED ACTION

### ***Reasons For Allowance***

1. Claims 1-25 are allowed.
2. The following is an Examiner's statement of reasons for allowance:
3. The cited prior art taken alone or in combination fails to teach the claimed invention of a dynamic data exchange, as claimed by Applicant. Specifically, independent claims 1, 10, and 19 disclose an agent of the communication center operating a computerized workstation invokes a DDE-enabled scripting application containing a set of data topics, data items, and data commands, the set mappable to the common set of DDE data topics, data items, and data commands such that interaction through the scripting application enables dynamic data exchange with a CTI telephony suite having a set of data topics, data items, and data commands that are also mappable to the common set of DDE data topics, data items, and data commands.
4. The closest prior art of Forest<sup>1</sup> teaches a DDE gateway but fails to teach or suggest an agent of the communication center operating a computerized workstation invokes a DDE-enabled scripting application containing a set of data topics, data items, and data commands, the set mappable to the common set of DDE data topics, data items, and data commands such that interaction through the scripting application enables dynamic data exchange with a CTI telephony suite having a set of data topics,

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<sup>1</sup> Forest (U.S Patent Number 6,005,549 A; dated 21 DEC 1999; class 345; subclass 157)

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data items, and data commands that are also mappable to the common set of DDE data topics, data items, and data commands. To the extent that this feature is not present in the prior art cited by Examiner the present cases is found to be allowable over the prior art of record.

5. Any comments considered necessary by Applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

6. The prior art made of record and not relied upon is considered pertinent to Applicant's disclosure.

- A. Forest (U.S Patent Number 6,160,536 A; dated 12 DEC 2000; class 345; subclass 157) discloses a dwell time indication method and apparatus.
- B. Forest (U.S Patent Number 6,005,549 A; dated 21 DEC 1999; class 345; subclass 157) discloses a user interface method and apparatus.
- C. Andrews et al. (U.S Patent Number 5,878,130 A; dated 02 MAR 1999; class 379; subclass 265.09) discloses a communications system and method for operating same.

D. Andrews et al. (U.S Patent Number 5,848,143 A; dated 08 DEC 1998; class 379; subclass 265.09) discloses a communications system using a central controller to control at least one network and agent system.

7. Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Wilbert L. Starks, Jr. whose telephone number is (571) 272-3691.

Alternatively, inquiries may be directed to the following:

**S. P. E. Anthony Knight**      **(571) 272-3687**

**After-final (FAX)** (703) 746-7238

**Official (FAX)** (703) 746-7239

**Non-Official/Draft (FAX)**

WLS

05 March 2005

*Wilbert L. Starks, Jr.*  
Primary Examiner  
Art Unit - 2121